

Facilitator CHIPS

Constructive, Helpful, and Informative Practices

Prepared by the ORO Facilitator Program to help enhance individual and organizational excellence

Issue 6

December 1999

Facilitation Services Available:

- Process Improvement
- Team Building
- Change Management
- Strategic Planning
- Customer Focus and Assessment
- Baldrige Quality Award Criteria
- Valuing Differences
- Problem Solving, Decision Making, and Consensus Building Tools
- 360° Feedback Instruments
- Conflict Mediation
- Problem Identification and Clarity
- Reengineering
- Integrated Organizational Renewal
- Facilitator Skills Training for Supervisors

For more information about facilitator services or to suggest a CHIP topic, e-mail or call:

[Butch Brant](#) (865) 576-4087
or

[Donna Riggs](#) (865) 576-0063

Visit the [Facilitator Program Web Page](#)

I Know You Hear Me, but Are You Listening?

Part 2 of 2

Many of us have a tendency to think about our response to a speaker's comments instead of focusing our attention on his/her words. For effective communication, it is important to listen to the speaker. These three techniques are valuable tools to indicate your attentiveness:

- 1. Use encouraging, noncommittal acknowledgments**
"mmm, hmm" "I see" "right" "uh huh"
- 2. Acknowledge the speaker with nonverbal actions**
relaxed posture relaxed body expression
head-nodding eye contact
facial expression
- 3. Use encouraging words that invite the person to say more**
"Tell me more."
"Sounds like you have some ideas on this."
"I'm interested in what you have to say."
"Let's talk about it."

The following ground rules for active listening also offer some helpful guidelines to improving your listening habits.

- Don't interrupt.
- Don't change the subject.
- Don't rehearse in your own head while you are listening.
- Don't interrogate.
- Don't teach or preach.
- Don't give advice.
- Do reflect back to the person what you observe and how you believe that person feels.

In our next issue: *Is Your Phone Etiquette Adequate?*

The ORO Facilitator Program would like to wish everyone a happy and joyous holiday season!